

AMENDMENT
Request for Proposal

Amendment Date: December 6, 2012

Amendment Number: 1

Bid Event ID: EVT0001857

Document Number: RFX0000328

Closing Date: December 21, 2012, 2:00 PM

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Item: Statewide IT Workforce Management and Service Desk Ticketing System

Agency: Office of Information Technology Services

Period of Contract: Date of Award through October 31, 2017
(with the option to renew for an additional five (5) years)

Conditions:

See the attached answers to questions submitted to the Division of Purchases concerning the above mentioned RFP.

A signed copy of this Amendment must be submitted with your bid. If your bid response has been returned, submit this Amendment by the closing date indicated above.

I (We) have read and understand this amendment and agree it is a part of my (our) bid response.

NAME OF COMPANY OR FIRM: _____

SIGNED BY: _____

TITLE: _____ DATE: _____

Amendment Number 1 EVT0001857 was recently posted to the Procurement and Contracts' Internet website. **The bid document can be downloaded by going to the following website:**

<http://www.da.ks.gov/purch/RFQ/>

It is the vendor's responsibility to monitor the Procurement and Contracts' website on a regular basis for any changes/addenda.

1. How many users (IT Staff) will require user training for Phase I? On page 32 you provide staffing details and list 100 full time and at least 500 part time OITS staff.

OITS Central Office has roughly 90 FTE. It is not expected all of those employees will be using the system. It would be safe to assume that between 20-40 users in our Network Operation Center and General Services division will need to be trained.

2. In our experience a majority of organizations include Service Request with Incident Management (something is not working vs. I need something) in the same phase. Please confirm if you wish to include Incident with Service Request capability as part of Phase I.

There will be some desire to have some service request capability along with incident management in the initial phases of the project.

3. On page 35 item 4.4.4.5 you mention you are moving toward a private cloud. Please confirm if you wish to have a vendor hosted versus an internally hosted system?

We are looking at a cloud-based, software-as-a-service solution for the ITSM tool. Kansas does not want to host the ITSM solution internally. A separate strategy is the development of a Kansas private cloud that will provide cloud based services to our customers. The cloud-based SaaS ITSM tool will help us provide better support for our new private cloud services.

4. On page 32 you provide guidance for number of users. Do you wish to purchase licenses or utilize a subscription model?

Our cost proposal is open ended. While we assumed the model for a SaaS solution would be a subscription model, we are open to evaluating any purchasing models.

5. On page 32 you mention you support internal employees as well as business partners. Would you provide an example of a business partner?

Each agency will have a different definition, but many of our agencies supply some type of support to local government entities. This would be our most common business partner.

6. On page 32 you discuss using a centralized tool that each agency can also use and deploy their own specific process and methodologies (versus a single centralized tool utilizing the same standard processes across all departments). Please confirm we have interpreted properly that you wish to deploy a centralized tool that each agency can also use and deploy their own specific process and methodologies?

Each agency is going to have some unique workflows and/or processes that will need to be handled inside of the ITSM tool. Whenever possible, it is our intention to standardized processes, yet we want the ability to handle some differences between our agencies inside of a common tool. It is not our intention to let agencies use different methodologies.